

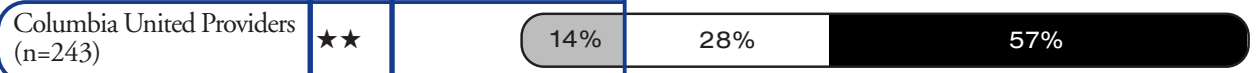
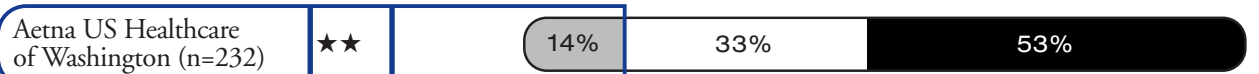
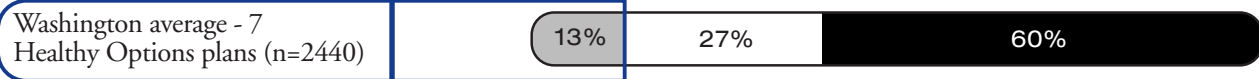
Children with Special Health Care Needs

Core CAHPS Questions

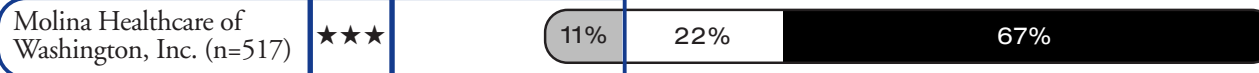
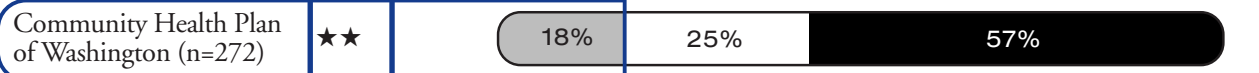
Composite

How Well Doctors Communicate

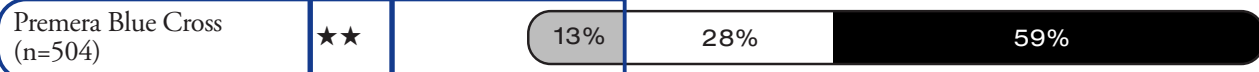
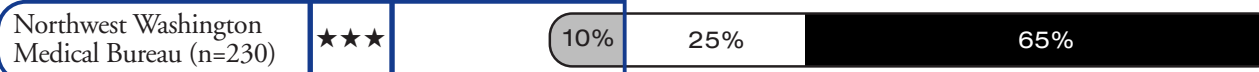
This chart summarizes the responses to survey questions 34, 36, 38, 40, and 41 contained in the composite, “How Well Doctors Communicate.” Individual question-level responses immediately follow.



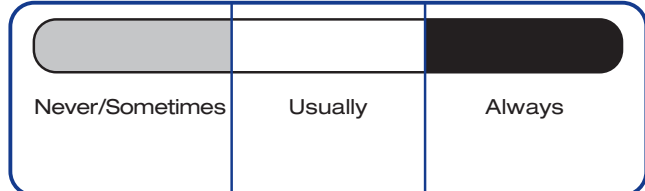
Formerly Clark United Providers



Formerly QualMed Health Plan



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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Children with Special Health Care Needs

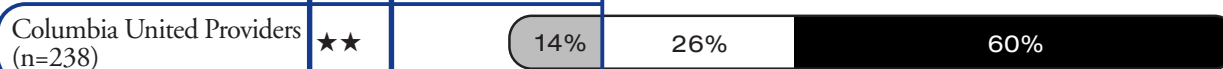
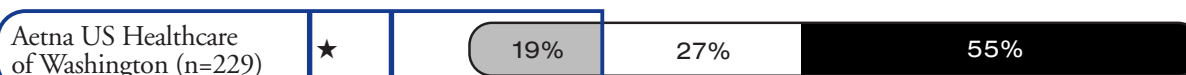
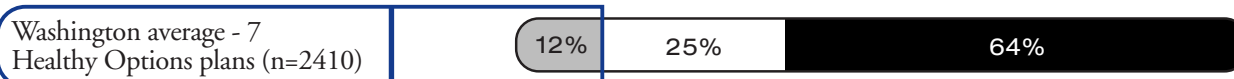
Core CAHPS Questions

Question 34

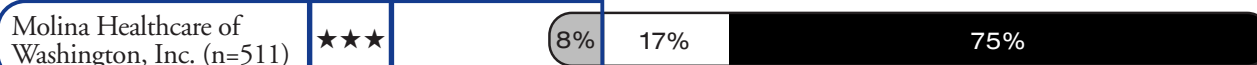
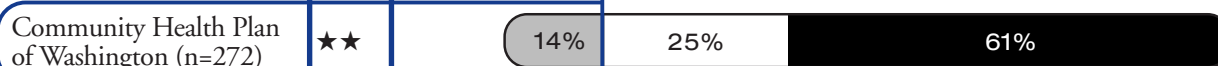
HEALTHY
OPTIONS

How Well Doctors Communicate

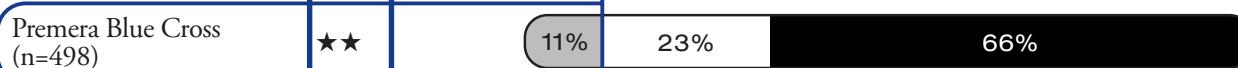
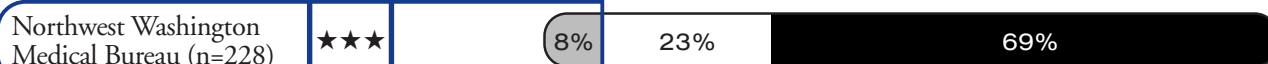
Q34. "In the last 6 months, how often did your child's doctors or other health plan providers listen carefully to you?"



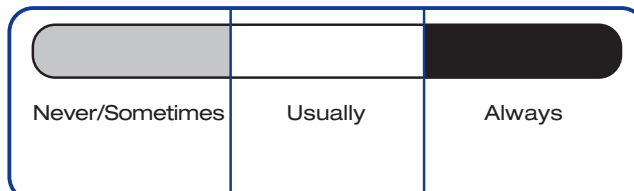
Formerly Clark United Providers



Formerly QualMed Health Plan



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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Children with Special Health Care Needs

Core CAHPS Questions

Question 36

How Well Doctors Communicate

Q36. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"

Washington average - 7
Healthy Options plans (n=2418)

10%

21%

69%

Aetna US Healthcare
of Washington (n=229)

★★

12%

25%

63%

Columbia United Providers
(n=241)

★★

11%

21%

68%

Formerly Clark United Providers

Community Health Plan
of Washington (n=271)

★★

9%

24%

67%

Group Health
(n=435)

★

15%

21%

63%

Molina Healthcare of
Washington, Inc. (n=514)

★★★

21%

75%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=228)

★★

8%

19%

73%

Premiera Blue Cross
(n=500)

★★

11%

23%

66%

★★★

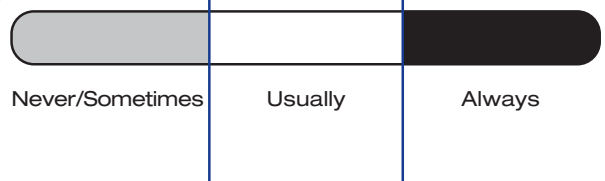
Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.



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Children with Special Health Care Needs

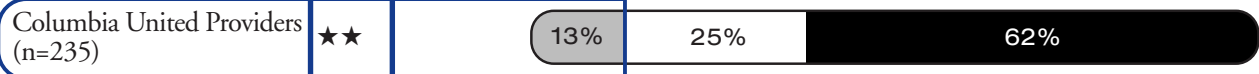
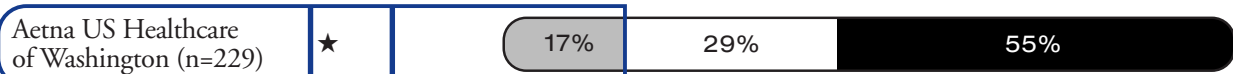
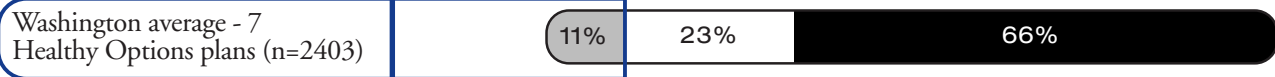
Core CAHPS Questions

Question 38

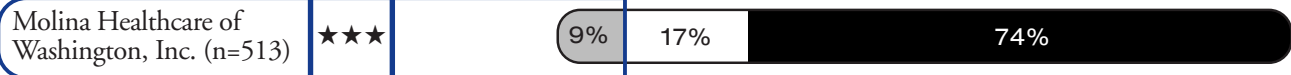
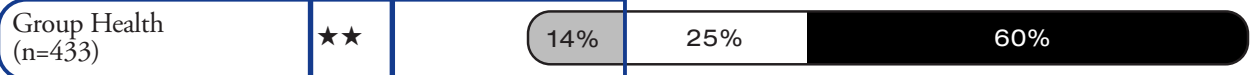
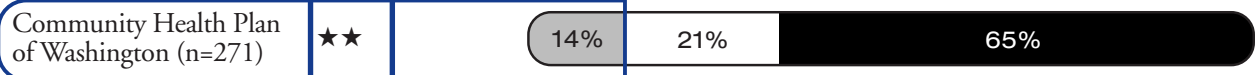
HEALTHY
OPTIONS

How Well Doctors Communicate

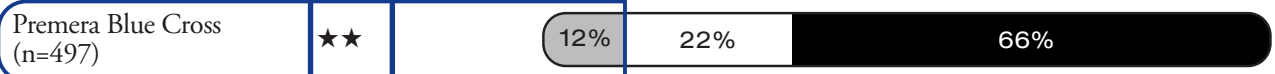
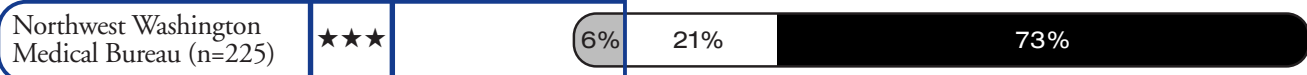
Q38. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



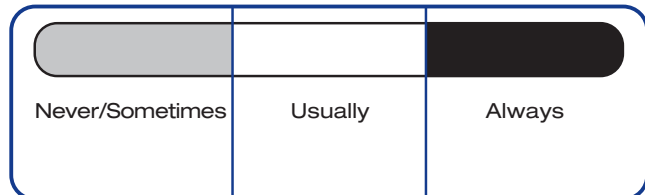
Formerly Clark United Providers



Formerly QualMed Health Plan



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
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Children with Special Health Care Needs

Core CAHPS Questions

Question 40

How Well Doctors Communicate

Q40. "In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?"

Washington average - 7
Healthy Options plans (n=1735)

15%

33%

52%

Aetna US Healthcare
of Washington (n=157)

★★

8%

44%

47%

Columbia United Providers
(n=160)

★★

13%

27%

56%

Formerly Clark United Providers

Community Health Plan
of Washington (n=175)

★★

26%

26%

48%

Group Health
(n=319)

★★

17%

37%

44%

Molina Healthcare of
Washington, Inc. (n=368)

★★

15%

31%

55%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=172)

★★

15%

30%

54%

Premiera Blue Cross
(n=384)

★★

14%

38%

48%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.

Never/Sometimes

Usually

Always

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Children with Special Health Care Needs

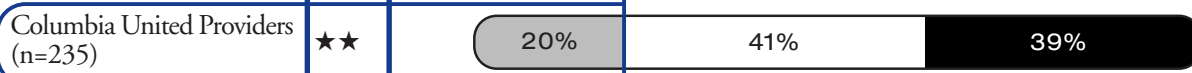
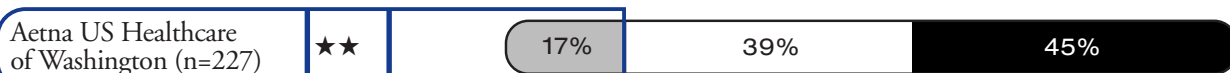
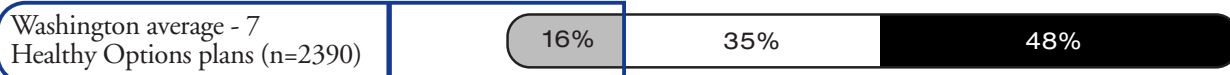
Core CAHPS Questions

Question 41

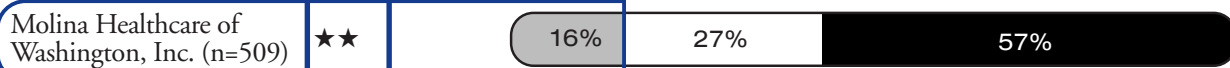
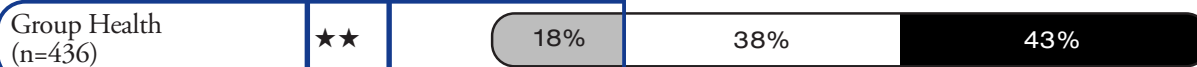
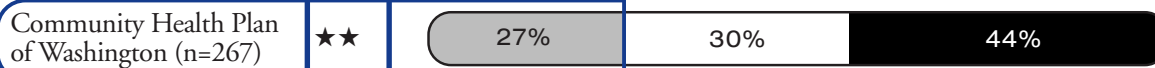
HEALTHY
OPTIONS

How Well Doctors Communicate

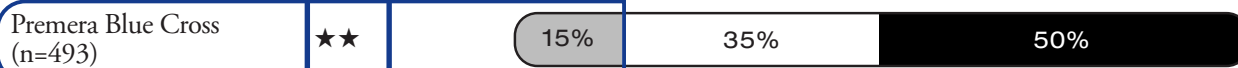
Q41. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



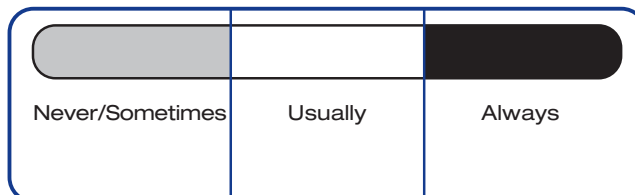
Formerly Clark United Providers



Formerly QualMed Health Plan



★★★	Statistically better than Washington average of 7 Healthy Options plans.
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